

## Project Management

The project management lifecycle shall be consistent with the Systems Development Lifecycle (SDLC) and cover all necessary aspects of Project Planning, Initiation, Execution, Monitoring and Control, and Closeout to effectively manage and control project performance and progress towards stated time-lines, milestones, task/s and objectives.

The Contractor shall establish and maintain a DMDC Systems Program / Project Management Team function to include but not limited to the following:

- Program / Project Office Core Components
- Life Cycle Management
- Project Portfolio / Resource Management
- Stakeholder Engagement and Outreach
- Formalized Measurement, Auditing and Compliance
- Requirements / Demand Management (Business / User Interface level)
- Manage Project Delivery at Acceptable Resource, Risk, Quality, On-time Completion Levels
- Provide a central point of communication and Risk Management for critical production issues, planned and unplanned outages, and transition issues.

Additionally, these services should include: uninterrupted support at levels by the contractor, identifying project scope, defining schedules to avoid schedule and resource collisions and actionable task items, tracking of progress and milestones, and reporting of project status, and completing projects on-time with allocated resources while providing Government visibility into ongoing efforts.

All Department leaders and Team Leads within the Systems Division will be trained in the Project Management Lifecycle Method (PLcM) to ensure standardized templates, and process will be used by all Teams consistently, including System offsite locations.

Contractor will ensure that the following key attributes and capabilities exist within the Program / Project Management Function:

- Establish a Best Practice, consistent, effective (workload planning) centralized Project Management Methodology via SharePoint and/or contractor recommended tool.
- Perform Risk Management on every authorized Project with a start to finish projected date based upon complexity of the project.

The Project Management Team will partner with the other ITSM functions, including Service Level Management, Change Management, and Problem Management and government staff ensuring timelines, milestones and need by dates or met.

Contractor will be responsible to deliver on-time Projects based upon reasonable dates. Exception may be but not limited to: government procurements, resources, deliveries, complexity, additional external contracts and government changes to the Project.

Contractor will prioritize major projects using Best Practices, with government assistance based on Agency Requirements, complexity, etc. It should be with the understanding that "need by dates" be met unless senior Systems management grants a delay in the phase or scope of the project. "Need by date" must not be missed if: "need by date" is reasonable and project sponsor expectations are valid.

Contractor to use and improve Project Management Process Maturity Level (pursuant to existing DMDC CMMI-ITIL Assessment Criteria and Assessment Baseline documentation).

AQLs:

AQL: Project managers must meet the defined milestones and metrics in the government approved project plan with no more than a 10% deviation. Any deviation from the plan or request for extension must be approved by the government project lead or COR.

AQL: "Need By Date" of identified critical path (milestone or major task) item/s for a Project Plan must be escalated to government oversight prior to 20 days of a missed milestone date.

Deliverables:

- Semi-monthly, schedule and conduct project reviews with government oversight. Project review will include status, forecasted at completion statistics; risk management review; critical path and other milestone progress checks and updates; resource requirements; as well as technical content review.
- Contractor will perform a series of monthly internal reviews, audits, operational metric reports that will be provided to government oversight to determine the Project Health Program.
- 90 days after contract award, develop and implement Standardized Project Management Training and Best Practices to all Division staff, with specialized training for all contractor Team Leads and POCs.
- 90 days after contract award, develop and implement high-level Project Dashboard/Scoreboard with real time Project Status indicators, including Project Health.
- Provide semi-monthly a series of stats, reports, metrics, gaps, trends, major accomplishments during each project life cycle.
- 30 days after contract award, review and revise Project Lifecycle Plan. Work hand-in hand with external users for preparing reasonable dates, timelines, process delivery, assessment score and documented goals (government to review).
- As new project/s are identified, the contractor shall provide a Project Management Plan that describes the status of activities in terms of status, cost (when solicited), schedule changes, performance and risk. Project plans will include schedule constraints, risks, dependencies, critical path milestones, procedures for accomplishing staff requirements and allotment of available resources to various phases of projects.

Requirements for Project Manager:

Project Managers shall have extensive experience with large IT systems and applications, as well as, managing system integration team efforts. The ultimate goal is to put a solid structure around Project Plan so the successful delivery and expectations are met.

Certifications: PMP or five years project management experience.